

VETERANS' Wellness

Fall 2005

**How to stay
young at heart**

**Don't let the
flu bug bite**

**My HealtheVet:
health care at
your fingertips**

See inside for
**your pullout
guide to
preventive health**

Ask the expert
see page 11





Don't be a 'no-show'

Be a buddy to your fellow vet: Next time you can't make your health care appointment, call and let us know as soon as possible. By canceling your visit, you're helping your fellow veterans get the appointments they need faster. Also let us know of changes in your address and phone number so we can keep your information current.

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VA health care—excellent quality, measurable success



William F. Feeley,
Network Director

Our mission is to be your health care provider of choice. At VA Healthcare Network Upstate New York, we aim to deliver top-quality service, patient education and support. As part of the largest integrated health care system in the country, we're ahead of the curve with programs and offerings that can't be found in the private sector.

On our own, Network 2, which includes the Albany, Bath, Buffalo, Canandaigua and Syracuse VA Medical Centers, boasts one of the best cardiac care rates in the nation. Part of the credit goes to our Buffalo center's excellent cardiac team, including Dr. Carlos Li and Dr. Mark Awolesi.

Nationwide, VA health care trains more than half the country's health care providers and treats more than 5 million patients each year. We manage 10,000 medical research projects annually and boast three Nobel Prize winners. It's no wonder our centers have a reputation for performing above the health care industry's standards. And it's not going unnoticed:

- *The Washington Monthly* rated the VA medical system as "the best care anywhere."
- *U.S. News & World Report* noted VA hospitals "are models of top notch care."
- A RAND Corporation study revealed VA patients receive significantly better care than private-sector patients.

As one of our patients, you should know you're involved with a health care system that's leading the industry in the 21st century and that we'll continue to pursue world-class excellence.

Sincerely,

William F. Feeley
William F. Feeley,
Network Director

Celebrating 75 years of service to America's heroes



This year marks the 75th anniversary of the Department of Veterans Affairs (VA). Here's a look at how

VA has kept pace with veterans' changing needs:

- current budget: \$65 billion
- number of veterans in the U.S. population: 25 million
- number of veterans enrolled in VA health care system: 5 million
- number of VA medical centers: 157
- number of VA outpatient clinics that bring home health care to veterans: 862
- current number of Vet Centers that counsel and support veterans of all wars: 207

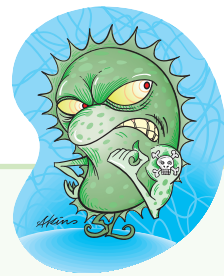
VA will celebrate its diamond jubilee anniversary through July 20, 2006. Learn more at www.75anniversary.va.gov/.

About our mailing list

We make every effort to maintain an accurate mailing list. If you have any questions about the mailing list or would like to be added or deleted, please write to Editor, *Veterans' Wellness*, Network 2 Communications, 465 Westfall Road, Rochester, NY 14620, or e-mail Kathleen.Hider@med.va.gov. Please be sure to include your phone number with all correspondence.



Don't let the flu bug bite you



Human contact is all it takes to catch the flu. A kiss, a hug or even a handshake from an infected person can put you in bed for up to 10 days with coughing, sneezing, aching, fever and chills. Unless you lock yourself away for the winter, you'll probably cross paths with the influenza virus.

Each year, roughly 225,000 Americans are hospitalized with influenza and its primary complication, pneumonia. Together, they claim more than 35,000 lives. Fortunately, there are

things you can do to keep healthy this season.

A shot at prevention

Vaccination is undoubtedly your best protection against influenza. VA recommends all patients receive an annual flu shot, especially those ages 65 and up or who suffer from chronic medical conditions, such as diabetes, kidney disease, asthma or heart disease; women who are pregnant; health care workers; and nursing home residents.

You cannot catch the flu from the shot since it contains inactivated,

or dead, viruses. However, it takes about two weeks to build immunity. Inoculation in the fall will protect you throughout the winter.

Influenza viruses are constantly changing. The vaccine is reformulated each year to include a combination of the three viral strains the World Health Organization predicts will strike the United States. The 2005–06 vaccine contains antigens for California, New Caledonia and Shanghai viruses.

What you can do

The flu is highly contagious before symptoms even appear. To shield yourself from sickness, wash your hands frequently or use an alcohol-based hand sanitizer to kill germs.

Keep your distance from people who are visibly sick—at least three feet to be precise. To rev up your immune system, eat lots of fruits and vegetables, get enough sleep and exercise regularly. ■

For more information about influenza, log on to My Health@Vet at www.myhealth.va.gov.



2005–06 vaccine update

A shortage of influenza vaccines in the United States closed flu clinics and left millions of people unable to get shots last year. However, all VA patients were able to get their flu shots.

"We received everything we ordered last year," says George Knight, R.Ph., Network Pharmacy Manager for VA Healthcare Network Upstate New York. "We expect the same this year as well."

Nationwide, unforeseen vaccine shortages have occurred during four of the last five flu seasons, but VA was prepared and not affected. Flu shots will be available at all VA clinics by mid- to late-October. Call your local VA Medical Center for more information.



Reeling in the years

How to stay young at heart

Most kids love to celebrate their birthdays—but then so does former President George H.W. Bush, who made two parachute jumps over his presidential library in Texas when he turned 80. “Just because you’re 80 doesn’t mean you can’t do fun stuff or interesting things,” the former president said.

You don’t have to jump out of a plane to live a rich and satisfying life.

Simply doing things that interest you and trying new things can help you feel young at heart and keep you healthy, too. Here are some things you can try:

Stay connected

Studies show that maintaining social ties as you age can help reduce stress and keep you healthy. Seeing old friends or making new

ones can provide emotional support, intellectual enjoyment and motivation to care for yourself.

As friends and family members move away or, sadly, die or become infirm, it can be especially important to get out in the world and be with others. Stay connected by joining a book club, a church group or a gym, or by volunteering or working part time.



Get a MOVE on!

VA program helps you live a longer, healthier life

One of the greatest threats to health and longevity is obesity, and it's reaching epidemic proportions. One-third of Americans are obese, and a staggering three-quarters of VA patients are overweight or obese.

Leading to such killers as high blood pressure, diabetes and heart disease, obesity is poised to overtake smoking as the number one cause of preventable death. What's more, researchers blame our inactive lifestyles and unhealthy diets for the sharp rise in diabetes, a disease that affects one in 15 Americans and an alarming one in five veterans.

"You're digging your grave with a knife and fork," says Paul Scannell, a participant in MOVE! (Managing Overweight/Obesity for Veterans Everywhere), a VA weight-management program that combines nutritional counseling with exercise and ongoing support.

"That was really the case with me."

At 230 pounds, just walking up a flight of stairs would leave the Clifton Park resident winded. Two years later—and 45 pounds lighter—he's bolting up 10 flights a day, taking two steps at a time. "Before, I would have shortness of breath



Veteran Paul Scannell, 66, lost 45 pounds with the help of Dr. Nazir Memon and the MOVE! program. Through a combination of diet, exercise and moral support, Paul was able to reclaim his health and keep up with his grandchildren.

from just about any activity," Paul says. "After a regime of exercise, a prudent diet and reinforcement from VA, that doesn't happen."

Paul, 66, had tried diets before, but it wasn't until he started MOVE! that he successfully lost weight. The big difference, he said, is the support groups where fellow dieters meet weekly to weigh in and discuss their trials and triumphs.

"MOVE! is unique in that it is patient-centered," says Nazir Memon, M.D., MOVE! medical consultant for VA Healthcare Network Upstate New York. "It assesses a veteran's personal eating habits, physical activity and behavioral health. Most important, it addresses a patient's medical conditions

to develop a safe and helpful program."

In addition to weight, the program monitors heart rate, blood pressure and other key indicators of disease to show the bigger picture: better health. For Paul, that meant lowering his resting heart rate from 92 to 72 beats per minute, saving his heart 10 million beats a year.

You don't need to be severely obese to join. "Even if you're slightly overweight or at risk of stroke, heart disease or diabetes, you're an ideal candidate for the program," Dr. Memon says.

VA Healthcare Network Upstate New York was selected as a pilot site for the program. So far, 120 local veterans like Paul have used MOVE! to trim down and shape up. The program is set to go nationwide this fall, just in time for the season when most people pack on pounds.

"If weight is already a problem, gaining even two pounds can increase your risk of developing diabetes by 5 to 10 percent," Dr. Memon says. "VA is here to help you lose weight and take control of your health. Get started now, and when spring comes around you'll be looking and feeling terrific."

For more about MOVE! ask your VA health care provider or go online to www.move.med.va.gov.

For more information about MOVE! log on to My HealthVet at www.myhealth.va.gov.



Exercise your mind

"Use it or lose it," the saying goes, and that seems to hold true for maintaining your brainpower. Studies show that regularly challenging your mind causes new brain cells to grow and helps keep you mentally sharp and feeling young.

Read, do crossword puzzles, keep up with current events, learn a new language or go back to that

musical instrument you stopped playing. Learn something new by taking a class or asking someone to teach you something.

Have fun and enjoy life

Life seems more enjoyable and exciting when you have something to anticipate—anything from a trip to the shore or the mountains to a weekly swim class. Even bet-

ter, find something you can enjoy daily, like a sunrise walk or a half-hour of reading time after dinner.

Try to minimize time when you're fairly passive, such as watching TV, and instead enjoy activities that enhance your health, enrich your mind or engage you socially. You'll feel younger than your years just by being active and involved. ■



Health care at your fingertips

**My HealtheVet makes VA
and veterans partners in health**



When Donald Tracy wants to know his latest blood test results, he doesn't sit by the phone waiting for his doctor's call. He simply turns on his computer and logs onto My HealthVet to view his lab report. He also confirms his next appointment on the online calendar and checks his prescriptions' refill status. "It's really nice to be able to see my health records like this," the 62-year-old says. "I like having access to it from anywhere, even

Online Prescription Refill is here!

Rx Refill is the number one service requested by veterans, and now it's here! As of August, registered My HealthVet users can conveniently refill prescriptions with a click of a mouse.

from a laptop at the campground I visit in Florida every winter."

My HealthVet is an interactive Web site designed to empower veterans and their families to take a more active role in their health care. Through the site, registered users can:

- create a personal health record
- monitor medical conditions
- learn more about treatments and diseases
- locate VA services
- get information about benefits
- share information with family members and physicians

"Our goal is to help veterans become more knowledgeable about their health care," says Kim Nazi, director of eHealth for VA Healthcare Network Upstate New York. "By doing so, patients are better able to make informed decisions, stay healthy and seek health care services when they need them."

The plan is working. Donald, who suffers from a form of leukemia and has blood tests every three months, says the site is not only helpful, it's also easy to use. "Being able to see my lab results before I see my doctor helps me make better use of my office visit," he says. "I feel more knowledgeable and can ask better questions about my progress and treatments."

Like Donald, more than 72,000 veterans nationwide are managing their health care through My HealthVet. In VA Healthcare Network Upstate New York, 1,700 veterans are registered to use the site, with more joining every day. We encourage you to take the time to register by visiting www.myhealth.va.gov.

Getting started

To use My HealthVet, all you need is a computer with Internet

Features at a glance

VA Healthcare Network Upstate New York was selected to test drive new offerings for My HealthVet. Patients enrolled in the test program can:

- access key portions of their electronic VA medical records
- see lab results online
- view co-pay balances
- confirm upcoming appointments
- review medication history
- share information with family members and physicians

If you would like to be part of the pilot program, ask your VA primary care provider for a referral.

access. If you don't have a home computer, you can use one at a friend's or relative's house, at the library or at your local VA. As part of our customer service to you, computer lab resource rooms are now open at all VA medical centers and more will open soon at all VA outpatient clinics.

Even if you've never used a computer, you can learn how to use My HealthVet quickly. The volunteers at the resource rooms can help you get started. "A lot of veterans find it's easier than they thought," says Herb Zwecker, a volunteer in the computer center at VA Medical Center in Canandaigua. "Once they start, they really like it."

Finding answers

With My HealthVet, answers to nagging health questions are just a click away thanks to user-friendly, online educational resources. The following tools can help you learn more about health and wellness:

VA Health Education Library includes reliable information on a range of conditions and their symptoms, risk factors, treatments

continued on next page

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and prevention tips.

Healthwise® contains health articles reviewed by an independent medical advisory board to ensure the information is up to date, unbiased and accurate.

MedlinePlus® offers comprehensive information about more than 700 health and wellness topics from the National Institutes of Health library, interactive health tutorials, prescription drug information and more.

Veterans Health Initiative provides facts on illnesses and diseases specific to veterans, such as Agent Orange, Gulf War

illnesses and post-traumatic stress disorder (PTSD).

Keeping tabs on your health

Another way My HealthVet helps veterans become partners in their health care is with the **Personal Health Journal**. Here, users can keep important information in one convenient place, where they can share it with family and physicians. Things patients can post in their journals include:

- medications
- names and phone numbers of physicians
- emergency contact numbers
- allergies
- immunizations
- tests
- accidents
- surgeries
- military health history

“Keeping this information in one place makes it easier for you to share with your family and different health care providers,” says Kim Nazi, director of eHealth for our network.

Health eLog lets users record their weight, blood pressure, blood sugar, cholesterol, body temperature and heart rate. Once the information is entered, this tool offers a printer-friendly summary that patients can take with them to their doctor’s appointment. In the future, the program will allow users to convert this information into a colorful chart or graph with the click of a button.

“It’s an interactive way for patients to see their progress,” says Donald Pasquale, M.D., a hematologist at Stratton VA Medical Center in Albany. “If a patient has diabetes

and needs to watch blood sugar, he or she can record the readings and see a pattern at a glance.”

Patients can also print the information to share with their physician. “In the past, patients who were asked to track their blood pressure would often write it on a scrap of paper,” Kim notes. “Now they can print out a nice, one-page view of all their readings.”

Growing together

My HealthVet is committed to building a rich, secure and informative environment that encourages veterans to be full partners in their health and wellness. Launched in 2003, the Web site is constantly expanding to offer more and more services.

The latest offering is **Rx Refill**, which allows registered users to order prescription refills conveniently online just by clicking a box. The medications will either be mailed directly to you or you can pick them up at your local VA Medical Center Pharmacy.

Coming this spring, veterans will be able to view key portions of their VA medical record, view appointments and co-pay balances online and give access to all or some of their My HealthVet health information to others such as doctors and family members.

As part of the growing process, VA Healthcare Network Upstate New York was selected as a pilot program to test drive new offerings. If you would like to be one of the first people in the nation to use the new tools, ask your VA primary care provider for a referral. ■

We're here to help

Even if you don't own a computer, you can register in the My HealthVet program. Each of our five VA medical centers have opened Patient Resource rooms with computers and volunteers to assist you in logging on to My HealthVet. Patient Resource rooms will soon open at all our community-based outpatient clinics. The rooms offer private computer stations with secure Internet access and are open Monday through Friday. For times, call your local VA Medical Center.

Albany Room A327

Batavia Ambulatory Clinic Area

(PCS) and Resident Computer Area

Bath Clinics and 3rd floor, Bldg. 76

Buffalo Room EB-18 and

Patient Skill Center

Canandaigua Building 8, Patient

Computer Lab; Building 1, Out-

patient; Building 6, Patient Lab

Rochester Room 215

Syracuse Room A168

How to access My HealthVet online

To become part of My HealthVet, enter www.myhealth.va.gov and click on the “Register now” link. In no time, you'll have the best health information resources at your fingertips.



Kick the habit

It's never too late to quit smoking

Think lung cancer is a smoker's greatest death threat? Think again. While smoking is the number one cause of lung cancer, which kills 160,000 Americans each year, cigarettes may cause even more fatal heart attacks. In fact, researchers believe one in every four deaths from coronary artery

VA can help you quit

VA offers the QuitSmart smoking cessation program, which helps small groups of patients outsmart nicotine dependence. The groups meet for two months and are led by an experienced professional.

The program provides a QuitSmart guidebook, a hypnosis audiotope and a BetterQuit cigarette substitute.

There's more to quitting than will-power. Contact your VA primary care provider for a referral to a QuitSmart group or call your local VA QuitSmart program number:

Albany VA
(518) 626-5343

Bath VA
(607) 664-4319

Canandaigua VA
(585) 393-7252

Rochester VA Clinic
(585) 393-7297

Rome VA Clinic
(315) 334-7100

Syracuse VA
(315) 425-3470

VA Western New York
Healthcare System
Buffalo/Batavia
(716) 862-8588
or (716) 862-8584

disease is spurred by smoking.

The good news is you can greatly reduce this risk—even if you've been smoking for years. Data shows your health will begin to improve from the first day you quit. After 24 hours without a cigarette, the likelihood of a heart attack begins to decrease. By one year, the risk of heart disease drops to half that of a smoker. After 15 years, the risk of coronary heart disease is almost the same as for people who never lit up.

Since 1965, the number of adult smokers has decreased by 50 percent. In recent years, smoking has been banned in more and more public places. If you still smoke, isn't it time you stopped? Here are some tips to help ease you into a smoke-free life:

Make a plan. First, talk to your primary care provider to discuss quitting and possible medications or nicotine replacement therapy. Then set a quit date and tell others about it. The annual American Cancer Society's Great American Smokeout®, November 17, is always a good day to quit.

Get ready. In the days leading up to your quit date,

get rid of all tobacco supplies and stock up on gum, mints and snacks, like pretzels or carrot sticks. As soon as you quit, air out or vacuum your car and home. Visit a dental hygienist to get your teeth cleaned.

Protect yourself. Spend time in smoke-free places: libraries, art galleries, houses of worship or non-smokers' homes. Avoid activities that trigger the urge to smoke until you can enjoy them smoke-free.

Exercise. Do a few morning stretches instead of having a cigarette. Go for an after-meal stroll. Exercise is shown to double your chances of a successful quit.

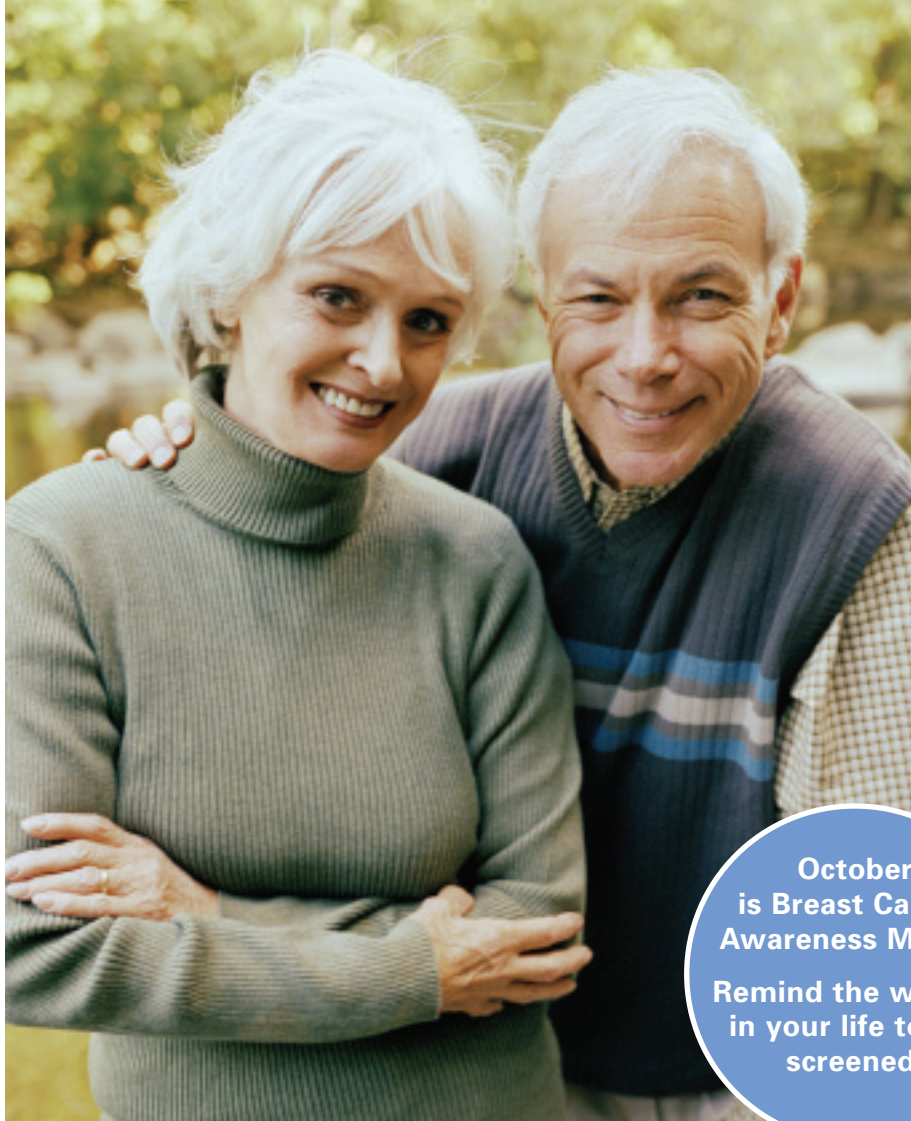
Recognize it's worth it. Write down why you want to quit and look at your list often. If you remember the hard work has rewards, you may be better able to get through the rough patches. ■

Mark your calendar!

November 17: The Great American Smokeout

The American Cancer Society's Great American Smokeout® is held every November to encourage smokers to quit for one day, in the hope that they will quit forever. For more information, go to www.cancer.org or call 1-800-ACS-2345.

For more information about quitting smoking, log on to My HealthVet at www.myhealth.va.gov.



October
is Breast Cancer
Awareness Month.

Remind the women
in your life to get
screened.

Breast cancer prevention: *Not for women only*

Breast cancer is commonly thought to be a woman's disease. One in seven American women will develop breast cancer in her lifetime, but men can get it, too. The American Cancer Society estimates 1,690 men are diagnosed with breast cancer each year.

Though men are roughly 100 times less likely than women to develop breast cancer, scientists are

discovering that many risk factors cross gender lines. The good news is lifestyle choices—things we have control over like eating a healthy diet and exercising regularly—can go a long way toward protecting breast health.

October is Breast Cancer Awareness Month, the perfect time to take action to reduce your chances of developing breast cancer whether you're male or female. Here are

some steps you can take.

Eat fruits and vegetables. Government guidelines call for us to eat nine servings of fruits and vegetables a day. The average American adult barely manages to eat five, and that's counting the apples in apple pie and the lettuce and tomato on a burger. A diet rich in fresh fruits and vegetables gives your body disease-fighting ammunition like vitamins and other nutrients that reduce the risk of cancers, high blood pressure, heart disease, stroke and diabetes.

Maintain a healthy weight. The best reason to avoid gaining weight is health-related. Excess fat cells have been scientifically shown to boost levels of the hormone estrogen, which in turn can promote the growth of breast cancer cells in men and women. Additionally, obesity has been implicated in a variety of other ills, including other cancers, heart disease and diabetes.

Exercise regularly. Several studies suggest breast cancer risk is lower among those who exercise regularly than those who are mainly sedentary. Experts believe regular physical activity helps balance hormones, which offers protection from breast cancer. If you are not currently active, start out slowly, perhaps with a 10-minute daily walk, and increase gradually.

Decrease alcoholic intake. Studies indicate alcohol consumption increases a woman's breast cancer risk. One study found that women who had two or more drinks daily were 25 percent more likely to develop breast cancer than those who drank less. Now researchers in Europe have found that similar risks apply to men who drink heavily. ■

For more information about breast cancer, log on to [My HealthVet at](http://MyHealthVet.at) www.myhealth.va.gov.



free VA Wellness Programs

VA Healthcare Network Upstate New York is dedicated to improving the health of our veterans. To help you stay healthy and informed, we are pleased to offer the following wellness programs designed especially for veterans. All programs are free. For more information including dates, times and locations, please call one of the numbers listed below between 8 a.m. and 4 p.m.

Stress Management

Individual counseling is available to help you manage your stress. *For more information, call:*

Albany (518) 626-5339
Bath (607) 664-4331
Buffalo (716) 862-8595
Canandaigua (585) 393-7252
Syracuse (315) 425-3485

Diabetes Management

This 12-month program helps veterans with diabetes develop self-management tools. The program provides tips on nutrition and exercise and how to reduce your risk of diabetes complications. *For more information, call:*

Albany, contact your primary care provider
Bath (607) 664-4614 or (607) 664-4626
Batavia (716) 343-7500, ext. 7386
Buffalo (716) 862-8844
Canandaigua (585) 393-7109 or (585) 393-7126
Syracuse (315) 425-2432

Understanding Your Medications

Individual counseling is offered for veterans who need help managing medications. *For more information, call:*

Albany (518) 626-5780
Bath (607) 664-4413, then press 2
Buffalo (716) 862-8881 or (716) 862-3223
Canandaigua (585) 393-7122, then press 2
ROPC (585) 463-2697, then press 2
Syracuse (315) 425-4400, ext. 52026, then press 2

Depression and the Elderly

Individual and group counseling is available to help veterans deal with late-life depression. *For more information, call:*

Albany (518) 626-5339
Bath (607) 664-4301
Buffalo (716) 862-8595
Canandaigua (585) 393-7250
Syracuse (315) 425-3485

Dementia Care Services

Held quarterly in Albany and monthly in Buffalo, the workshop covers a variety of dementia-related topics of interest to patients and caregivers. *For more information, call:*

Albany (518) 626-6051
Buffalo (716) 862-3237
Canandaigua (585) 393-7901

New Patient Orientation

Rochester Outpatient Clinic

Learn how VA system works and how to access services. Includes information on pharmacy services, eligibility and mental health services. Can also be attended by existing patients for a refresher. *Held every other Friday afternoon. For dates and times, call Geri Wiess at (585) 463-2747.*

Ask the expert

THIS ISSUE'S EXPERT:

Clinical Psychologist Terri Julian, Ph.D.

Program Manager at Jack Wisby Jr. PTSD (post-traumatic stress disorder) Treatment Center at the Batavia VA

Q: I was stationed in Iraq for 18 months and couldn't wait to come home to my husband and two children. I expected to pick up where I left off, but I feel my husband and I have grown apart—I wonder if I'd be happier if we separated. My relationship with my children is also strained. I seem to have no patience and snap at them for the littlest things. I know I need help, but I don't know where to go.



A: First of all, welcome home. During this period of readjustment, it's normal to have mixed feelings. What you experienced during your tour may explain why you're so irritable. For some people, things that happened overseas don't start to bother them

until they're home. Others simply miss the excitement and are frustrated by the "dullness" of family routines.

Your family is also undergoing a change. While you were away, they had to adapt to life without you. Your children may have gotten used to breaking rules and are now challenging your authority. They also may be trying to make you angry as a way of getting negative attention—especially if they're worried you're going to leave again. Your husband is probably frustrated that he can't fix things for you. Don't make any hasty decisions about your marriage at this emotional time.

Talking to someone you trust can help. VA has trained professionals, who understand what you are going through. Call your local VA today or call the Jack Wisby Jr. PTSD Treatment Center of the Batavia VA at **585-344-3388** for help easing your transition back into family life.

For more information about PTSD, log on to MyHealtheVet at www.myhealth.va.gov.



**Redeem this coupon for 10% off
military apparel at the Veterans Canteen
Service retail store in Network 2.
Compliments of the Veterans Canteen
Service. Offer limited to veteran patients.**

Expires 10-29-05



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Reaching us is easy

www.va.gov/visns/visn02

VA medical centers

Albany

113 Holland Avenue
Albany, NY 12208
(518) 626-5000

Batavia

222 Richmond Avenue
Batavia, NY 14020
(585) 343-7500

Bath

76 Veterans Avenue
Bath, NY 14810
(607) 664-4000

Buffalo

3495 Bailey Avenue
Buffalo, NY 14215
(716) 834-9200

Canandaigua

400 Fort Hill Avenue
Canandaigua, NY 14424
(585) 394-2000

Syracuse

800 Irving Avenue
Syracuse, NY 13210
(315) 425-4400

Community-based outpatient clinics

Auburn

Auburn Memorial Hospital
17 Lansing Street
Auburn, NY 13021
(315) 255-7002

Bainbridge

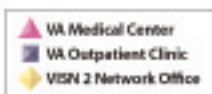
109 North Main Street
Bainbridge, NY 13733
(607) 967-8590

Binghamton

425 Robinson Street
Binghamton, NY 13001
(607) 772-9100

Carthage

3 Bridge Street
Carthage, NY 13619
(315) 493-4180



Catskill

Greene Medical Bldg.
159 Jefferson Heights
Catskill, NY 12414
(518) 943-7515

Clifton Park

1673 Route 9
Clifton Park, NY 12065
(518) 383-8506

Cortland

1129 Commons Avenue
Cortland, NY 13045
(607) 662-1517

Dunkirk

The Resource Center
325 Central Avenue
Dunkirk, NY 14048
(716) 366-2122

Elizabethtown

P.O. Box 277
Park Street
Elizabethtown, NY 12932
(518) 873-3295

Elmira

Health Services Bldg.
200 Madison Avenue
Suite 2E
Elmira, NY 14901
(877) 845-3247

Fonda

Camp Mohawk Plaza
Route 30A
Fonda, NY 12068
(518) 853-1247

Glens Falls

84 Broad Street
Glens Falls, NY 12801
(518) 798-6066

Ithaca

VA Outpatient Clinic
10 Arrowwood Drive
Ithaca, NY 14850
(607) 274-4680

Jamestown

The Resource Center
890 East Second Street
Jamestown, NY 14701
(716) 661-1447

Kingston

63 Hurley Avenue
Kingston, NY 12401
(845) 331-8322

Lackawanna

Our Lady of Victory
Family Care Center
227 Ridge Road
Lackawanna, NY 14218
(716) 822-5944

Lockport

Ambulatory Care Center
5875 S. Transit Road
Lockport, NY 14094
(716) 433-2025

Malone

183 Park Street
Suite 3
Malone, NY 12953
(518) 481-2545

Massena

1 Hospital Drive
Massena, NY 13662
(315) 769-4253

Niagara Falls

VA Outpatient Clinic
2201 Pine Avenue
Niagara Falls, NY 14301-2300
(800) 223-4810

Olean

465 North Union Street
Olean, NY 14760-2658
(716) 373-7709

Oswego

Seneca Hills Health
Services Center
County Route 45A
Oswego, NY 13126
(315) 343-0925

Plattsburgh

43 Durkee Street
Plattsburgh, NY 12901
(518) 561-8310

Rochester

465 Westfall Road
Rochester, NY 14620
(585) 463-2600

Rome

125 Brookley Road
Bldg. 510
Rome, NY 13441
(315) 334-7100

Schenectady

1322 Gerling Street
Sheridan Plaza
Schenectady, NY 12308
(518) 346-3334

Troy

Troy Primary Care Practice
295 River Street
Troy, NY 12180
(518) 274-7707

Warsaw

Wyoming County
Community Hospital
400 N. Main Street
Warsaw, NY 14569
(585) 344-3355

Wellsville

Jones Memorial Hospital
Health Care Center
13 Loder Street
Wellsville, NY 14895
(585) 596-2056

- For enrollment information, call 1-888-823-9656.
- For medical care and clinic appointments, call your local primary care doctor or your local VA medical center.
- For reliable health information on the Web, visit www.myhealth.va.gov.

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